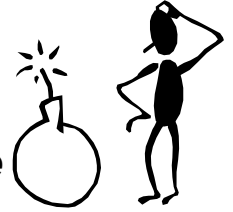


A Benefit For You

BEST CARE EMPLOYEE ASSISTANCE PROGRAM

EAP NOTES

Difficult Personalities: A Management Challenge



One of the benefits of managing a staff is the opportunity to work with a diverse group of people. People with different backgrounds, personalities, ideas and viewpoints. While most are hard working, cooperative and reasonable, some personalities create stress and negativity in the workplace. Managers can overcome the challenges associated with difficult personalities through understanding and developing strategies that create a happier, more productive workplace.

Do you manage any of the following personalities?

- ✦ **The Uncommitted** does not take the job or workplace serious. This person is more concerned with personal or social matters than work. The lack of commitment creates an additional burden for co-workers. A manager can overcome this challenge by setting clear goals, standards, and expectations while closely monitoring job performance.
- ✦ **The Rumormonger** creates negativity by spreading rumors. This person feels in control and more powerful when telling tales. Rumors tend to focus on senior management, lay-offs, salaries, and co-workers' personal lives. Managers can resolve the problem by communicating the necessary facts and information.
- ✦ **The Sacrificer** is disguised as a committed hard-worker. This person comes in early, stays late and does everything asked. However, then complains about the workload, lazy co-workers and management. Since the Sacrificer feels unappreciated, managers can correct the problem through ongoing positive feedback and public recognition.
- ✦ **The Resister** feels comfortable with the status quo. This person also referred to as *The Ice Person* is upset by change, no matter how small or beneficial, and lets everyone know about it. Managers can combat the resistance by allowing the Resister to actively take part in the change process or help generate new ideas.
- ✦ **The Scapegoater** is often heard saying, "I didn't do it, don't blame me". This person cannot accept responsibility for mistakes and will shift the blame to others. The solution is to be specific. Managers need to give specific examples of errors or mistakes that caused problems for the entire team. Specifics make it difficult to shift the blame.

-Adapted from: *14 Workplace Personalities and How to Handle Them* by Gary S. Topchik

If you would like assistance with management challenges, contact your Best Care EAP. Several educational programs regarding difficult management issues are available. For more information or to make a confidential appointment with a professional counselor, please call (402) 354-8000 or (800) 666-8606.

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